

W-01303A-09-0343
SW-01303A-09-0343

ORIGINAL



0000103303

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83962

Date: 12/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Mrs. Patricia

Potts

Account Name: Mrs. Patricia Potts

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR: [REDACTED]

State: AZ Zip: 85375

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****SUN CITY WEST DIVISION*****
DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343

lawrmsg

Capitol Correspond
Incoming Email Message

Constituent to: [REDACTED]

Mrs. Patricia Potts
[REDACTED]
Sun City West, AZ 85375

Email: [REDACTED]

Phone(s): (H) [REDACTED]

Activity created: 12/8/2009
File Location: [REDACTED]
Interest Code(s):

Incoming Message:

RSP: Yes.

Arizona Corporation Commission
DOCKETED

DEC 23 2009

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCKET CONTROL

2009 DEC 23 P 2:04

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Received: 12/8/2009 2:58:11 PM
Topic/subject Desc: Request/General

Recently learned that our water company, AZ American Water, Pasadena, Ca is going to be raising our water rates by 60%. That is an unrealistic increase, particularly in these terrible economic times. we elders are barely keeping our heads above water & every increase in a utility bill, tax, grocery item strains our budgets extensively. With no COLA this year, even with our "stimulus" it's harder than ever.

Example: 3 months ago I paid \$1.78 for a loaf of bread & it is now \$2.74. We (elders) just can't keep up. Please look into how our utility companis (all) can keep justifying their increases & this 60% is a deal with the devil. Thank you. Pat

United States Senate

December 21, 2009

Mr. Ernest G. Johnson
Executive Director
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007-2927

Dear Mr. Johnson:

I wish to bring to your attention a matter concerning Patricia Potts, who has encountered a problem with her water utility company.

Because the situation is under your jurisdiction, I am respectfully referring this matter to you for consideration. I feel that this issue would be better addressed by you and request that you respond directly to Ms. Potts.

Thank you.

Sincerely,

John McCain
United States Senator

JM/zcs
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/23/09 This opinion was forwarded to the ACC by Senator John McCain's offices.

I contacted consumer and informed her that the opinion had been received. I also informed her that the opinion would be filed in the docket and that the Commissioners will all be receiving a copy of her opinion. She appreciated the call. She also stated that she had sent an opinion to Senator Kyle's office. Closed

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Filed in docket no. W-01303A-09-0343 & SW-01303A-09-0343
End of Comments

Date Completed: 12/23/2009

Opinion No. 2009 - 83962

W 01303A-09-0343

SW 01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83963

Date: 12/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Jennifer

Kaat

Account Name: Jennifer Kaat

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Kaat, Jennifer [REDACTED]
Sent: Tuesday, December 22, 2009 1:47 PM
To: Utilities Div - Mailbox
Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

To Whom it may concern,

I wanted to put in my complaint regarding the proposed water rate increase. I understand that overtime that water rates will go up, but to go up 100%! My husband and I struggle to pay our bills currently, if our water bill increases by 80.00 a month, it will be even harder. Is AZ American Water company not aware that a lot of their customers struggle to pay the bill currently, what will happen when the increase goes into effect? Please have some compassion on the residents in this economy. People are losing their jobs daily and new jobs are very difficult to find.

Thank you for your consideration.

Jennifer Kaat
Anthem Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 12/23/2009

Opinion No. 2009 - 83963

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83968

Date: 12/23/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Francesca Molina

Account Name: Francesca Molina

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

*** ANTHEM WATER AND ANTHEM/AGUA FRIA WASTEWATER DISTRICT ***

Customer sent the following -

From: Francesca Molina [mailto:[REDACTED]]
Sent: Saturday, December 19, 2009 9:43 AM
To: Utilities Div - Mailbox
Subject: WATER RATE INCREASE COMPLAINT DOCKET NUMBER:W-01303A-09-0343

My name is Francesca Molina, American Citizen and Arizona resident since 2004.

I am disgusted and angry for the continuing "greed" of this water company that is litteraly killing family in Arizona. Times are tough and people is trying to rebuild their lives or just trying to survive and they keep asking for more and more...

The frustration is big and these selfish people who are making these decisions have no compassion and they are raising anger throught out the public.

Leave the people of Arizona alone, and stop with this Greed for money, you cant squeeze blood out a rock!! I am a single parent and i have to think about my kids, and my water bill is so high already, because of the basic fee for having a house with a 1 inch meter that is absurd and unjustified, that if it will raise again,i wont be able to pay anymore.

I am tired and i had enough of Your MAFIA way of seen things, everybody needs water and this is why we are played like that,because we have no choise but pay or die....WE NEED JUSTICE!!!

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following -

Ms. Molina,

Your recent e-mail to the Arizona Corporation Commission has been received and it has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be filed in the Docket for this case and will be available for all the Commissioners and parties in this case to review. Please let me know the city where you live so we can make certain that your comments are reflected for the correct water and/or wastewater district.

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission

12/23 - Ms Molina responded with the following -

I live in Anthem (North Phoenix area) Arizona.

Thank you
Francesca Molina

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 12/23/2009

Opinion No. 2009 - 83968
